



METROPOLITAN  
TRANSPORTATION  
COMMISSION

Agenda Item 11

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*Memorandum*

TO: Elderly and Disabled Advisory Committee

DATE: May 30, 2008

FR: Kelley Jackson, MTC Staff

RE: TransLink<sup>®</sup> Program Overview and Update

This memo provides an update on the status of the TransLink<sup>®</sup> project, including information about the RTC Discount card and the Senior Citizen TransLink<sup>®</sup> Card. TransLink<sup>®</sup> staff will be at the June 5 EDAC meeting to provide an update and answer any questions.

TransLink<sup>®</sup> Program Status

TransLink<sup>®</sup> has been operational on AC Transit and Golden Gate Transit & Ferry since November 2006 and was formally launched to the public in September 2007.

The following are the latest statistics reported by AC Transit and Golden Gate Transit and Ferry:

- As of May 1, 2008, more than 57,000 TransLink<sup>®</sup> cards were in circulation. This figure includes more than 25,000 RTC TransLink Cards.
- In April 2008, the TransLink<sup>®</sup> system recorded an average of 12,600 weekday transactions.
- Muni, and Caltrain should reach Revenue Ready status in mid 2008; BART in fall 2008; SamTrans and VTA in 2009; and all other Bay Area transit systems by the end of 2010. At full implementation, MTC forecasts that about 500,000 transit riders will use TransLink<sup>®</sup> every day.

### RTC TransLink<sup>®</sup> Card

Transit riders eligible to receive RTC Discount Cards based on age and/or disability now receive the new RTC TransLink<sup>®</sup> Card, which combines the benefits of the RTC Discount Card with TransLink<sup>®</sup>. The RTC TransLink<sup>®</sup> Card offers two options for paying fares:

1. Transit riders can use their RTC TransLink<sup>®</sup> Cards for identification purposes when paying fares with cash, a pass, or a sticker; and/or
2. Transit riders can use the card to store TransLink<sup>®</sup> value that can be used to pay fares using the TransLink<sup>®</sup> system.

The fees and application process for RTC TransLink<sup>®</sup> Cards are the same as the fees and process for the previous RTC Discount Cards. Eligible Golden Gate Transit riders requesting a new, replacement, or renewal RTC Card began receiving the new card in June 2007. Starting August 2007, the cards were provided to any qualifying transit rider in the region requesting a new, replacement or renewal RTC Card.

A booklet explaining how to use the card was created to educate seniors and disabled customers about the RTC TransLink<sup>®</sup> Card.

### Senior TransLink<sup>®</sup> Card

Seniors will also have the option of acquiring Senior TransLink<sup>®</sup> Cards, although the transit agencies are still determining how customers will apply for and receive these cards. (At this time, Golden Gate Transit is making this card available for customers who apply in person at the agency's ticket office.) Senior TransLink<sup>®</sup> Cards automatically calculate senior discounts on participating transit agencies' systems. The fee for the Senior Citizen TransLink<sup>®</sup> Cards will be \$5.